



**CIVIL SERVICE
COMMISSION –
PERSONNEL
DEPARTMENT**

2004 ANNUAL REPORT



DONALD L. PLUSQUELLIC
Mayor

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PERSONNEL DEPARTMENT

2004 Annual Report

Dedicated To

Virgil E. Collins



The 2004 Annual Report is dedicated to Virgil E. Collins. Virgil was born the second son of Price and Adrienne Collins on February 24, 1948 in Akron, Ohio. After attending Buchtel High School, Virgil graduated from Ohio University with a Bachelor of Science degree in Business Administration from the University's Cutler Program, Honors College. For nearly a year after earning his degree in 1970, Virgil toured as a drummer with Staxx recording artists The Emotions, the Staples Singers and Isaac Hayes. After touring, Virgil married Michele Quander and their union of 13 years produced their son, Devon. Virgil ended his journey on earth on April 28, 2005. Family members cherishing Virgil's memory include his brother Vincent P. Collins, son Devon V. Collins, daughter-in-law Tiffany S. Collins, and grandson Isaiah P. Collins.

At the time of his retirement on March 1, 2005, Virgil had completed his seventh year as Personnel Director for the City of Akron. Prior to serving as Personnel Director, from 1974 to 1980 Virgil worked for the City of Akron Personnel Department as Training and EEO Manager, and Civil Service Commission Member and Vice President from May 1984 to February 1997. In addition to his employment with Akron, Virgil served as Director of Human Resources Development for Summa Health Systems, Senior Training Specialist for the Cleveland Clinic Foundation and Instructor for the apprenticeship training program at Goodyear Tire & Rubber Company.

Virgil's commitment to his profession and his sense of community are reflected in his service with numerous professional and volunteer affiliations in various capacities including: Chairman of the Summit County Children Services and Citizens Advisory Committee Boards; Chairman of the Summit County Human Resources Commission; Chairman of the Summit County Human Resources Advisory Board; Member of the National Board of Directors for the American Society for Training and Development (ASTD); National Director of the Minority Network for ASTD; Vice Chairman of the Community Action Agency Board of Directors; Co-Chair of the United Negro College Fund campaign; Member of the University of Akron Advisory Board; Member of the Akron Urban League; Board of Trustees Member for Info Line; and Member of the Akron Civic Theater Board of Directors. In recognition of Virgil's professional accomplishments, visionary leadership and spirit of community, Summa Health System recently created the Virgil E. Collins Diversity Award in his honor.

Throughout his career, Virgil's professionalism, fairness and equality for all people, and desire to always "do the right thing" earned him the respect of colleagues and staff. Virgil is greatly missed and will always be remembered for his positive attitude and beautiful smile. It is with sincere appreciation and sympathy that the Personnel Department of the City of Akron dedicates the 2004 Annual Report to the memory of Virgil E. Collins.

CIVIL SERVICE COMMISSION

The Civil Service Commission is governed by the Akron City Charter Section 103. It is responsible for the development and interpretation of the Civil Service Commission Rules. The Commission consists of three Commissioners who are appointed by the Mayor, with the consent of City Council, and serve six-year staggered terms. Civil Service Commission meetings are open to the public and are usually held once a month. Commissioners hear appeals of disciplinary actions, performance evaluations and examination ineligibility, as well as approve or disapprove classification actions. In addition, Commissioners may establish and/or revise the Civil Service Commission Rules and review Personnel Department procedural policies.

PERSONNEL DIRECTOR

The Personnel Director is hired by the Civil Service Commission and is responsible for the overall direction, review and evaluation of all divisions of the Personnel Department. The Administration Office, under the direction of the Personnel Director, also provides the Civil Service Commission with operational and administrative support in its execution of mandated responsibilities.

Administration Office
Suite 100, CitiCenter Building
146 South High Street
Akron, Ohio 44308
330-375-2780 Phone
330-375-2299 Fax

Virgil E. Collins, *Personnel Director**
Kimberly P. Baer, *Executive Assistant*

**retired 3/1/2005*

CIVIL SERVICE COMMISSION **MEMBERS**



Sidney C. Foster, Jr.

President

Appointed March 15, 1982

Virginia R. Robinson

Vice President

Appointed March 6, 1997

Stephen A. Stock

Member

Appointed October 8, 2004

CIVIL SERVICE COMMISSION
APPEAL HEARINGS

<u>APPEALS</u>	<u>2003</u>	<u>2004</u>
Discharge	1	0
Suspension	0	0
Indefinite		
Suspension	0	0
Examination	11	17
Performance Evaluation	2	0
Miscellaneous	12	9
Pending	<u>2</u>	<u>3</u>
TOTAL	28	29

CIVIL SERVICE COMMISSION
RESOLUTIONS

<u>DESCRIPTION</u>	<u>2003</u>	<u>2004</u>
Appeals Upheld	0	6
Appeals Denied	23	16
Appeals Withdrawn	2	1
Settlement Agreement		
Reached	1	1
Policy Adopted	0	1
Cases Continued	<u>2</u>	<u>4</u>
TOTAL	28	29

PERFORMANCE EVALUATION

INQUIRY HEARINGS

In accordance with Civil Service Rule 12-Efficiency, the Personnel Director conducts preliminary Inquiry Hearings on appeals of Performance Evaluation. This preliminary hearing process often leads to resolution of the appeal and saves the Civil Service Commission considerable hearing time.

	<u>2002</u>	<u>2003</u>	<u>2004</u>
Appeals Denied	4	3	1
Appeals Upheld	2	0	0
Regrades Issued	3	4	2
Appeals Withdrawn	1	1	2
Appealed to CSC	<u>1</u>	<u>1</u>	<u>0</u>
Total Appeals:	11	9	5

Council Actions Affecting Personnel Administration

The following is a list of Ordinances summarizing actions enacted by City Council in 2004 that affected personnel administration.

- 3-2004** Authorized the extension of health care benefits to all eligible spouses and dependents of permanent, full-time City employees ordered to active military service for the duration of the employees' active duty assignment; and authorized that permanent City employees who are ordered to active military service shall continue to accumulate sick leave, annual leave and/or paid leave for the duration of their military leave. Pension contributions will continue for those reservists receiving supplemental pay and service credit will be applied in accordance with State pension fund laws and rules. Approved January 22, 2004.
- 13-2004** Provided for adjustments in employee compensations and compensation schedules for the uniformed members of the Division of Police retroactive to January 4, 2004 and provided for a 2.0% increase effective January 2, 2005 and a 2.0% increase effective January 1, 2006. Approved January 22, 2004.
- 87-2004** Amended and/or supplemented Ordinance No. 455-2003, the "Job Omnibus Ordinance," to modify positions in the Department of Public Service to create a new Customer Service Request Division. Approved February 24, 2004.
- 123-2004** Amended and/or supplemented Ordinance No. 455-2003, the "Job Omnibus Ordinance," by adding one position of Golf Course Coordinator in the Department of Public Service. Approved March 12, 2004.

- 181-2004** Established the daily standard compensation rate for School Crossing Guards; effective April 4, 2004 the daily rate of compensation shall be \$27.50 per day; effective January 2, 2005 the daily rate of compensation shall be \$28.90 per day; and effective January 2, 2006 the daily rate of compensation shall be \$30.30 per day. Approved April 9, 2004.
- 321-2004** Amended and/or supplemented Section 6 of Ordinance No. 2-2003, passed January 6, 2003, to provide adjustments in the compensation ceilings of certain unclassified positions in the Law Department (Assistant Directors of Law). Approved June 1, 2004.
- 357-2004** Amended and/or supplemented Ordinance No. 455-2003, the “Job Omnibus Ordinance,” by transferring authorized positions in the Department of Public Service to allow for organizational changes within the Public Utilities Bureau. Approved July 1, 2004.
- 522-2004** Amended Ordinance No. 473-2004, which provided an adjustment in the compensation ceilings of unclassified employees, by correcting errors in the legislation. Approved September 29, 2004.
- 546-2004** Approved and confirmed the appointment of Stephen A. Stock to the Akron Civil Service Commission to fill an unexpired term ending December 31, 2005. Approved October 8, 2004.
- 590-2004** Amended and/or supplemented Title 15, Chapter 153, Section 153.401 to change the compensation rate for members of the Board of Zoning Appeals to \$100 per meeting attended effective at the first meeting held in November, 2004. Approved November 16, 2004.
- 591-2004** Amended and/or supplemented Title 3, Chapter 31, Section 31.36 to establish the compensation rate for members of the Planning Commission at \$100 per member per meeting attended. Approved November 16, 2004.

CLASSIFICATION AND COMPENSATION

All positions in the classified service are classified and standardized into groups and job classes and allocated to pay ranges according to duties and responsibilities. All classification and compensation actions are approved by the Civil Service Commission.

Responsibilities Include:

- Conduct job analysis using the “whole-job” or “job slotting” system
- Maintain position control, job descriptions, organization charts, salary plans and alphabetical listing of job classifications
- Conduct pay surveys and media review to maintain City-wide compensation system.

Classification & Compensation Office

Suite 100, CitiCenter Building
146 South High Street
Akron, Ohio 44308
330-375-2726 Phone
330-375-2299 Fax

Carolyn J. O'Brien, *Personnel Officer**
Iris Caston, *Personnel Analyst III*
Mary Ellen Mazak, *Secretary III*

**retired 4-1-2005*

**Civil Service Commission Class
And Position Actions**

<u>CLASS ACTION</u>	<u>2003</u>	<u>2004</u>
Establish new classification	6	6
Reallocate classification, downward	0	0
Reallocate classification, upward	0	0
Revise classification specification	5	21
Retitle	0	0
Revise & retitle classification specification	4	0
Revise, retitle & reallocate classification, downward	0	0
Revise, retitle & reallocate classification, upward	0	0
Revise & reallocate classification, downward	0	0
Revise & reallocate classification, upward	0	0
Combine classifications	1	1
Designate for phase-out	2	2
Discontinue classification	3	0

POSITION ACTIONS

Reclassify, downward pay action	12	0
Reclassify, lateral pay action	3	2
Reclassify, upward pay action	8	1

CITY OF AKRON – PERSONNEL DEPARTMENT
APPOINTMENTS IN 2004

City Offices	Appointments		Promotions	Demotions	Transfers
	Permanent	Seas / Temp			
OFFICE OF THE MAYOR					
Administration	0	0	0	0	0
Economic Development Division	0	0	1	0	0
Human and Community Relations Commission	0	0	0	0	0
Public Utilities Commission	0	0	0	0	0
OFFICE OF COUNCIL ADMINISTRATION	0	0	0	0	0
DEPARTMENT OF FINANCE	2	3	9	0	5
DEPARTMENT OF HEALTH	2	1	11	1	3
DEPARTMENT OF LAW					
Civil Division	0	8	1	0	0
Criminal Division	0	6	1	0	0
DEPARTMENT OF PERSONNEL	0	0	1	0	0
DEPARTMENT OF PLANNING & URBAN DEV-STAFF	2	0	0	0	0
AMATS	0	1	3	0	0
	0	0	2	0	0
Comp Planning & Zoning Division	0	1	0	0	0
Development Division	1	4	1	0	0
DEPARTMENT OF PUBLIC SAFETY					
Building Inspection Division	1	1	0	0	0
Communications Division	1	0	2	0	0
Fire Division	5	0	9	2	0
Police Division	3	19	0	0	0
Safety Communications Division	0	0	0	0	1
Traffic Engineering Division	1	7	2	0	0
Weights & Measures Division	0	0	0	0	0
DEPARTMENT OF PUBLIC SERVICE - STAFF	0	0	0	0	0
Office of Customer Service	0	1	0	0	0
Customer Service Request Division	0	0	9	6	0
Plans & Permits Center	0	0	0	0	0
Engineering Bureau	11	1	10	0	0
Building Maintenance Division	1	2	1	0	0
Motor Equipment Bureau	0	0	3	0	0
Recreation Bureau	0	162	2	0	0
Golf Course Division	0	29	2	0	0
PUBLIC UTILITIES BUREAU – STAFF	4	0	0	0	0
Business Services Division	0	3	4	0	0
Utilities Field Operations Division	2	14	10	1	2
Water Pollution Control Division	2	0	0	0	0
Water Supply Division	2	0	1	0	1
PUBLIC WORKS BUREAU – STAFF	0	5	1	1	0
Airport Division	0	0	0	0	0
Engineering Services Division	0	0	0	0	0
Highway Maintenance Division	0	2	1	0	17
Parks Maintenance Division	1	16	1	0	4
Sanitation Services Division	1	13	1	0	0
Street Cleaning Division	0	5	5	1	22
TOTALS	42	304	94	12	55

**CERTIFICATIONS, PROMOTIONS & APPOINTMENTS
AKRON PUBLIC SCHOOLS**

<u>OFFICE SUPPORT</u>	<u>2003</u>	<u>2004</u>
Positions Requisitioned	16	10
Candidates Certified	62	29
Promotional Appointments	4	1
Open Appointments	12	4
Temporary Appointments	7	3
Re-employment from Lay-Off	0	2

<u>MAINTENANCE OPERATIONS & TRANSPORTATION</u>	<u>2003</u>	<u>2004</u>
Positions Requisitioned	19	24
Candidates Certified	80	73
Promotional Appointments	10	7
Open Appointments	9	5
Temporary Appointments	0	0
Re-employment from Lay-Off	0	10

EMPLOYEE BENEFITS

The City of Akron offers a comprehensive employee benefits package to its classified and unclassified employees, retirees, survivors and their eligible dependents. The Employee Benefits Division administers the group health insurance plans, workers' compensation, unemployment compensation, retirement and leave programs.

Responsibilities Include:

Group Insurance Plans

- Plans and administers medical, dental, vision, prescription and life insurance benefit plans
- Coordinates claims processing with insurance vendors
- Enrolls new eligible employees and dependents and maintains eligibility system
- Processes invoices for payment of claims and administrative fees
- Administers Medical Bill Audit Program
- HIPAA compliance

Workers' Compensation

- Processes and files medical only and lost time claims with the BWC
- Maintains records for all claims
- Represents or coordinates representation at Industrial Commission hearings
- Evaluates lump sum settlements of claims
- Coordinates case management activities
- OSHA reporting

Unemployment Compensation

- Processes Ohio Bureau of Employment Services information requests
- Represents City at hearings before the Board of Review
- Maintains claims records

Retirement Programs (OPERS, OP & F)

- Processes new employee personal history records to begin contributions
- Processes applications for refunds of contributions
- Assists employees in purchasing prior public service
- Provides counseling and case preparation for prospective service and disability retirements
- Maintains retirement records

Leave Programs

- Disability Case Management
- Return-to-Work and Transitional Work programs
- Injury and Workers' Compensation leaves management
- Family and Medical Leave Act administration
- Americans with Disabilities Act reasonable accommodations

Employee Benefits Division

Suite 120, CitiCenter Building
146 South High Street
Akron, Ohio 44308
330-375-2700
330-375-2239 Fax

Mark McLeod, *Employee Benefits Manager*

Tammy Denton, *Employee Benefits Specialist (Insurance and Retirement)*

Tracie D'Antonio, *Personnel Analyst II*

Ann Inks, *Personnel Technician**

Sandy Moses, *Secretary II*

Colletta Turneur, *Personnel Aide*

**retired 2/1/2004*

EMPLOYEE BENEFITS TRANSACTIONS*

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Retirements:					
Disability	24	20	14	29	25
Service	<u>70</u>	<u>70</u>	<u>60</u>	<u>51</u>	<u>50</u>
Total Retirements	94	90	74	80	75

Miscellaneous Benefits Transactions:

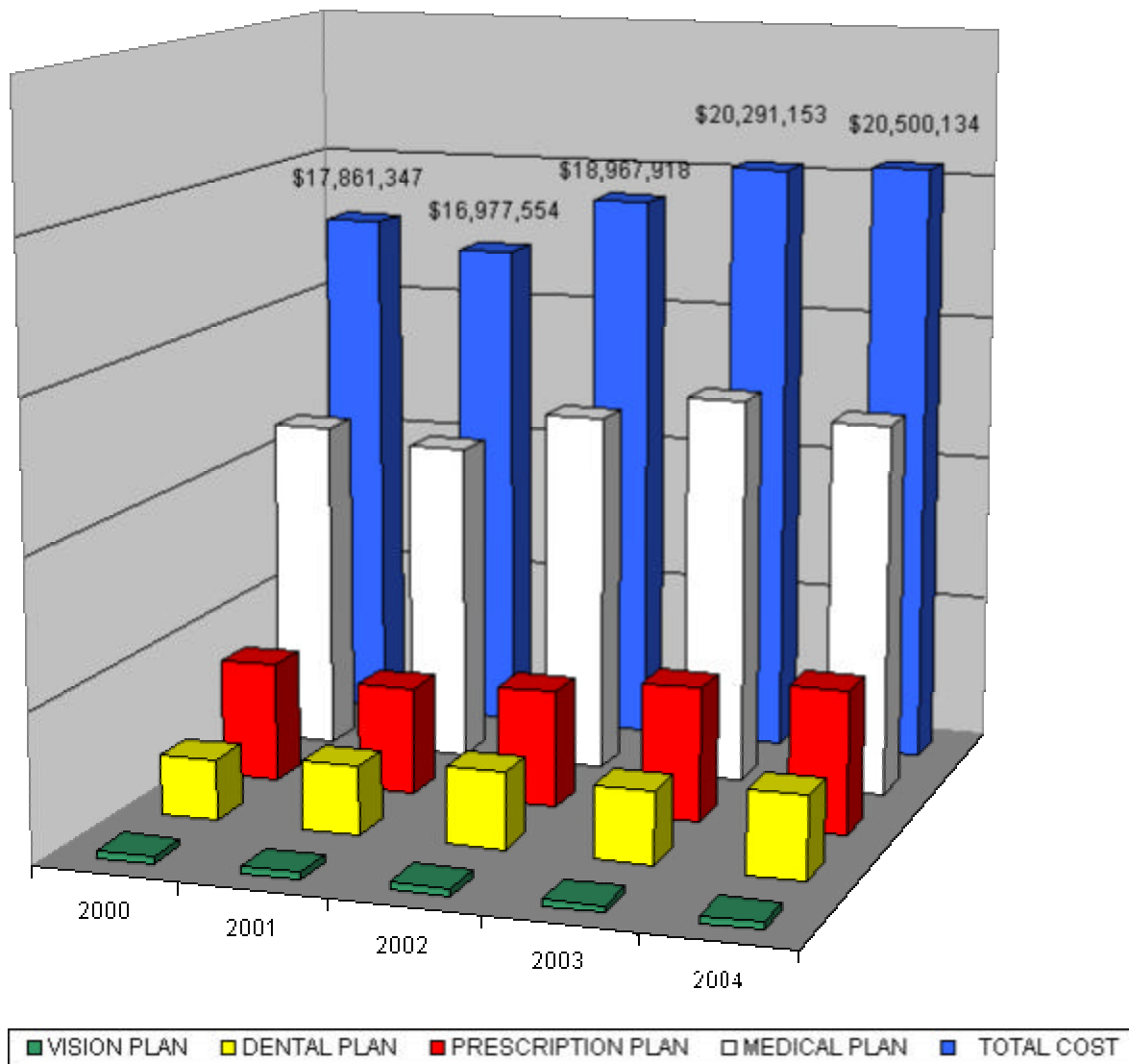
Death Benefits Awarded	39	54	40	39	45
Terminations of Benefits	80	91	62	40	39
New Employees Enrolled	76	65	105	83	81
Pension Refunds	<u>134</u>	<u>124</u>	<u>111</u>	<u>82</u>	<u>57</u>
Total Transactions:	329	334	318	244	222

Health/Life Plan Enrollment

Survivors	337	363	404	414	420
Retirees	1766	1808	1849	1865	1912
Employees	<u>2521</u>	<u>2482</u>	<u>2447</u>	<u>2414</u>	<u>2364</u>
Total Policies :	4624	4653	4700	4693	4696

*Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

HEALTH PLAN COSTS 2000 - 2004



*Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

FOCUS ON PRESCRIPTION BENEFITS*

5-YEAR SUMMARY

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Prescription Claims Costs	\$4,002,415	\$3,624,242	\$3,885,952	\$4,506,193	\$5,234,631
Number of Covered Employees	2,521	2,482	2,447	2,414	2,364
Average Cost Per Employee	\$1,588	\$1,460	\$1,588	\$1,867	\$2,214

2004 DETAILS

	<u>Total # Prescriptions</u>	<u>Average Cost Per Prescription</u>	<u>Average Employer Cost</u>	<u>Employee Cost</u>
RETAIL PRESCRIPTIONS¹				
Generic	21,735	\$21.65	\$17.65	\$4.00
Brand Name	31,714	\$104.14	\$96.14	\$8.00
Total	53,449			

MAIL ORDER PRESCRIPTIONS²

Generic	2,388	\$54.44	\$52.44	\$2.00
Brand Name	5,541	\$240.25	\$236.25	\$4.00
Total	7,929			

Average Annual Cost Per Employee	\$2,214
Average Number of Prescriptions Per Employee³	26
Average Cost Per Prescription	\$85.24
Generic Utilization Rate⁴	39.30%

Mail Order Utilization Rate⁵	12.90%
--	--------

¹ 34-day supply

² 90-day supply

³ Includes prescriptions for eligible dependents

⁴ Number of generic prescriptions divided by total number of prescriptions

⁵ Number of mail order prescriptions divided by total number of prescriptions

*Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

WORKERS' COMPENSATION CLAIMS STATISTICS*

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Medical Only Claims¹ (Medical treatment only and/or less than 7 lost work days)	226	264	325	294	256
Lost-time Claims¹ (Medical treatment and more than 7 lost work days)	111	100	63	94	63
Total Claims¹ (Injuries filed with Bureau of Workers' Compensation)	337	364	388	388	319
Total Lost Work Days (Lost work days due to prior years' claims)	3,962	4,769 (2450)	3,834 (1375)	3,421 (1147)	3437 (1620)
Total Hearings (Includes hearings for workers' comp. claims for prior years)	530	574	428	411	477

*Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

¹ Includes allowed and disallowed workers' compensation claims.

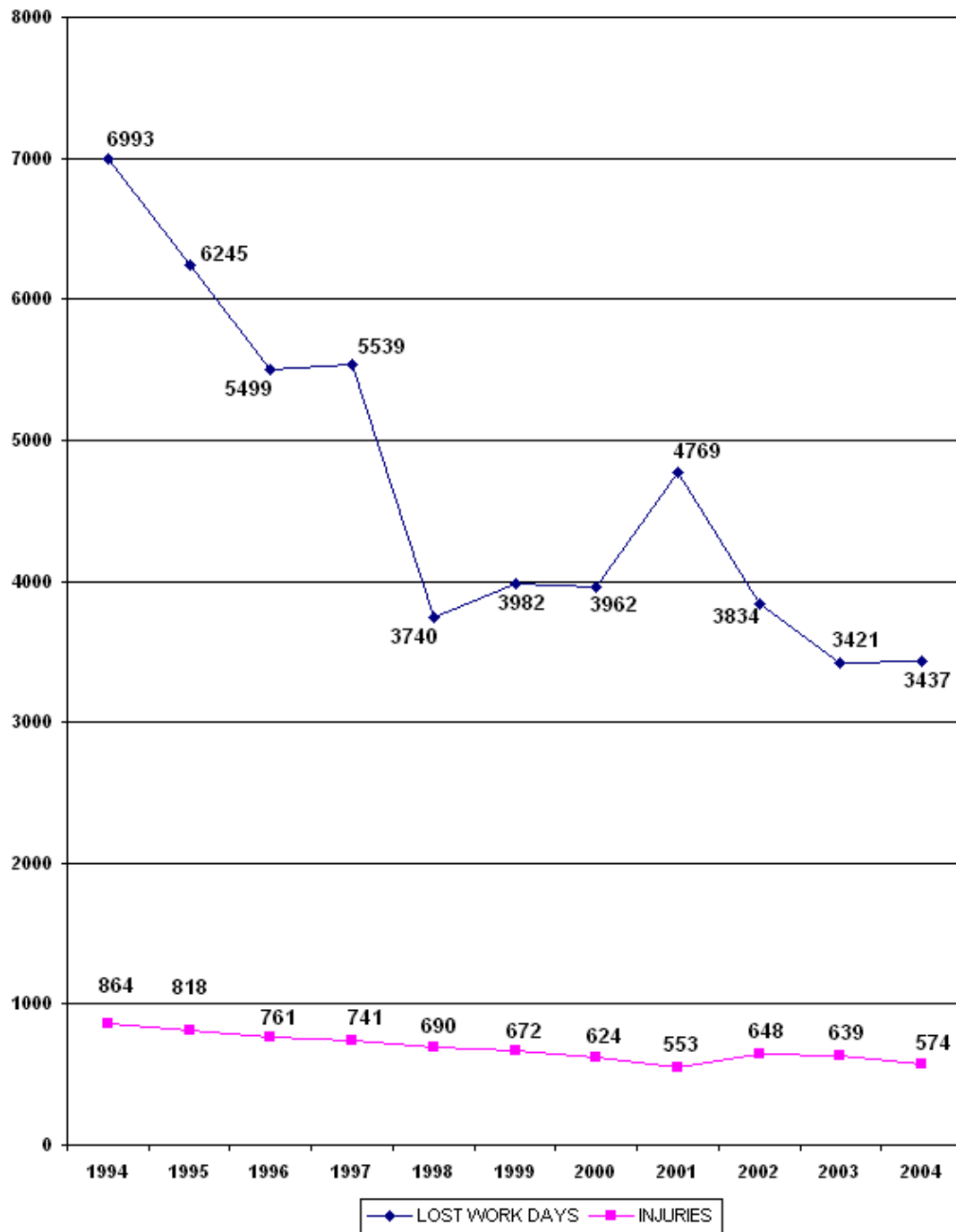
2004 INJURY STATISTICS SUMMARY

<u>Department</u>	<u>Avg. No. of Employees</u>	<u>Total Injuries</u>	<u>Total Lost Work Days</u> ¹
Building Inspection	22	1	159
Fire	387	110	347
Communications	17	1	0
Police	523	208	538
School Police	62	0	0
Traffic Engineering	34	9	91
Consumer Protection	4	0	0
Safety Communications	63	4	16
Safety Totals	1,112	333	1,151
Customer Service	32	8	12
Airport	6	0	0
Building Maintenance	30	6	194
Motor Equipment	40	13	36
Engineering	80	4	0
Parks	61	12	111
Recreation	98	3	7
Utilities Business Services	75	8	8
Utilities Field Operations ²	171	62	531
W.P.C.S.	64	16	89
Water Supply	41	8	247
Highway Maintenance	87	20	92
Sanitation	76	51	857
Street Cleaning	41	10	33
Engineering Services	7	0	0
Service Totals	909	221	2,217
Administration	79	0	0
Council	4	0	0
Health	179	13	69
Finance	102	3	0
Personnel	21	0	0
Planning & Development	83	3	0
Municipal Court Judges	62	0	0
Municipal Court Clerks	51	1	0
Law	28	0	0
Miscellaneous Totals	609	20	69
City of Akron Totals	2,630	574	3,437

¹ Includes time off for all active workers' compensation claims, including prior years' claims.

² Water Distribution and Sewer Maintenance were combined as Utilities Field Operations.

INJURIES/LOST WORK DAYS



2004 INJURY ANALYSIS*

<u>NATURE OF INJURY¹</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Sprain/Strain	114	171	171	170	175
Contusions	42	56	52	68	46
Lacerations/Open Wounds/Puncture Wound	45	47	50	36	28
Eye Injury (corneal abrasion, foreign body)	10	12	31	18	18
Abrasions	7	13	11	11	4
Fracture/Dislocation/Crush Injury	13	31	20	22	13
Dermatitis/Skin Disorders	9	2	4	6	6
Burns	3	5	3	9	3
Exposure (chemical, body fluids, temperature)	3	26	21	18	11
Concussions	0	0	0	1	0
Hernia	2	1	1	6	1
Other	89	0	24	23	14
TOTAL	337	364	388	388	319

<u>BODY PART INJURED¹</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Hand/finger	35	62	73	59	42
Back	35	62	55	54	62
Shoulder	24	23	23	37	24
Eye	14	12	31	18	18
Knee	23	26	27	39	31
Head	12	7	3	2	6
Ankle	6	17	14	23	19
Leg	15	24	13	8	5
Foot/Toe	12	10	14	12	11
Arm/Elbow	29	34	33	29	24
Wrist	9	11	21	10	11
Chest/Ribs/Lungs	5	18	21	15	8
Face	11	14	5	25	7
Neck	11	22	17	16	19
Hip/Pelvis	4	11	8	9	7
Abdomen/Groin	2	3	2	10	2
Ear/Hearing	1	8	0	5	3
Exposure (increased number of cases due to meth labs)					10
Other	89	0	28	17	10
TOTAL	337	364	388	388	319

¹ Data for allowed and disallowed workers' compensation claims.

*Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

INJURY REPORTING LAG TIME*

(Number of days elapsed between the date of injury and filing of injury report)

<u>Days</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
0	6	10	18	7
1-5	254	240	246	189
6-10	48	76	52	68
11-15	22	20	22	16
16-20	11	9	6	10
21-25	6	6	7	9
26-50	10	19	21	13
>50	21	13	23	29
TOTAL CLAIMS	378	393	394	341
AVERAGE LAG TIME	19.5	22.2	20.6	25.0

* Claims reported may have occurred in previous years (e.g. occupational disease claims)

Note: Includes Akron Municipal Court Employees, City Classified Employees, and City Unclassified Employees

**Transitional Work Program Cases
(Non-Safety Forces)
October 1, 2004 – December 31, 2004**

Transitional work is a progressive return-to-work program aimed at returning an injured worker with temporary physical restrictions back to the worker's original job. A successful program allows injured employees to work in "modified duty" assignments while they rehabilitate.

	<u>Work-Related</u>		<u>Non-Work-Related</u>	
	<u># Cases</u>	<u># Restricted Work Days¹</u>	<u># Cases</u>	<u># Restricted Work Days¹</u>
Sewer Maintenance	2	25	1	154
Utilities Business Services	1	11		
Highway Maintenance	2	179		
Parks Maintenance	2	65		
Traffic Engineering	2	61		
Sanitation Services			1	116
Building Inspection			1	92
Building Maintenance			1	50
Finance			1	72
Street Cleaning		-	1	21
TOTALS	9	341	6	505

¹ Restricted work days are calculated as calendar days.

EMPLOYEE RECORDS

The primary function of the Employee Records Office is the maintenance and upgrade of all classified employee files. This is achieved in large part through the data entry of employment actions into CAPPS, the newly implemented City of Akron **P**ayroll **P**ersonnel **S**ystem. Another major function is payroll processing. This involves the enforcement of a variety of rules, ordinances, and policies including Civil Service Commission Rules and the Sick, Vacation, Paid Leave and Overtime Ordinances as they apply to hours posted on weekly payrolls. Finally, the Employee Records Office is responsible for processing performance evaluations of employees. Evaluations include probationary, seasonal, temporary, and bi-annual evaluations for permanent employees.

The Employee Records Office houses employee files from 1938 to the present. The Employee Records staff responds to all inquiries and requests for information regarding previous or current employees.

Employee Records also assists other departments in the City by providing information and answering questions regarding policy, ordinances, and rules.

Employee Records Office
Suite 110, CitiCenter Building
146 S. High Street
Akron, OH 44308
330-375-2710 Phone
330-375-2299 Fax

Mark McLeod, *Employee Benefits Manager*
Carol Pirt, *Personnel Aide*
Michele Simon, *Personnel Aide*
Suzette Adams, *Secretary II*

DEPARTMENT & DIVISION STAFFING ¹

	<u>Authorized Positions</u>			<u>Positions Filled</u>		
	2002	2003	2004	2002	2003	2004
ADMINISTRATION	3	3	1	2	1	1
Economic Development	16	16	16	12	12	11
Labor Relations	3	3	3	3	3	2
Human Relations Commission	5	5	5	3	3	2
Private Industry Council	21	0	0	0	0	0
Public Utilities Commission	3	3	3	0	0	0
OFFICE OF COUNCIL ADMINISTRATION	6	6	6	4	4	4
DEPARTMENT OF FINANCE	129	133	131	98	98	99
DEPARTMENT OF HEALTH	235	235	236	192	189	170
DEPARTMENT OF LAW						
Civil Division	11	11	11	8	8	8
Criminal Division	7	7	7	3	4	4
DEPARTMENT OF PERSONNEL	32	32	32	21	21	19
DEPT OF PLANNING & URBAN DEV	9	10	9	3	3	4
AMATS	23	23	23	16	16	14
Capital Planning	33	29	29	14	12	11
Development	87	73	73	36	38	32
Comprehensive Plng & Zon Div	23	23	23	17	16	13
DEPARTMENT OF PUBLIC SAFETY						
Building Inspection Division	28	28	28	28	21	22
Communications Division	26	26	26	18	19	19
Fire Division	427	427	427	386	374	405
Police Division	582	582	582	540	530	517
Safety Communications Division	80	80	80	69	68	63
Traffic Engineering Division	47	47	47	34	32	31
Weights & Measures Division	4	4	4	4	4	4
DEPARTMENT OF PUBLIC SERVICE	6	5	5	3	4	4
Building Maint Division	48	48	48	32	30	30
Engineering Division	145	145	145	86	84	73
Motor Equipment Division	76	76	76	46	43	36
Office of Customer Service	23	23	23	15	16	14
Customer Service Request Division 2			18			12
Plans & Permits Center	7	7	7	5	4	4
Recreation Bureau	83	83	83	48	47	45
Golf Division	7	7	9	4	5	6
PUBLIC UTILITIES BUREAU	14	14	14	5	5	4
Sewer Maintenance Division 3	115	0	0	64	0	0
Utilities Services Division	119	120	118	67	79	65
Utilities Field Operations Div 3	n/a	285	286	n/a	166	165
Water Distribution Division 3	174	0	0	108	0	0
Water Pollution Control Div	138	145	145	65	64	60
Water Supply Division	86	85	85	45	41	39
PUBLIC WORKS BUREAU	18	18	18	6	7	6
Airport Division	10	10	10	6	6	5
Highway Maintenance Div	121	121	121	78	75	72
Parks Maintenance Division	43	43	43	33	30	31
Sanitation Services Division	78	78	78	67	66	65
Street Cleaning Division	44	44	44	39	38	35
Engineering Services	21	21	21	7	7	7
RESOURCE BUREAU	2	0	0	0	0	0
Oil and Gas Division	2	0	0	0	0	0
Solid Waste Division	2	0	0	0	0	0
TOTAL CITY	3,222	3,184	3,203	2,333	2,289	2,234

¹ Includes classified positions only

² Newly created division in 2004

³ Sewer Maintenance and Water Distribution Divisions were combined in 2003 to create Utilities Field Operations

SEPARATION ANALYSIS 2002 - 2004¹

	Dismissal			Resignation			Retirement			Other			Turnover Rate		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
ADMINISTRATION	0	0	0	0	1	0	0	0	0	0	0	0	0%	50%	0%
Economic Development	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
Labor Relations	0	0	0	0	1	0	0	0	0	0	0	0	0%	33%	0%
Human Relations Comm	0	0	0	0	0	0	0	0	1	0	0	0	0%	0%	0%
Private Industry Council	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
Public Utilities Comm	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
COUNCIL ADMIN	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
DEPT OF FINANCE	1	0	0	2	0	2	2	3	4	0	0	0	5%	3%	6%
DEPT OF HEALTH	0	0	0	7	1	6	6	4	5	0	2	0	7%	4%	6%
DEPT OF LAW															
Civil Division ²	0	0	0	0	0	4	1	0	0	0	0	0	0%	0%	50%
Criminal Division ²	0	0	0	3	0	10	0	0	0	0	0	0	23%	0%	40%
DEPT OF PERSONNEL	0	0	0	1	0	1	1	1	1	0	0	0	10%	5%	5%
PLANNING & URBAN DEV	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
AMATS	0	0	0	0	0	0	1	0	0	0	0	0	6%	0%	0%
Capital Planning	0	0	0	3	1	1	2	2	1	0	0	0	33%	25%	9%
Development	0	0	0	1	2	2	3	1	2	0	0	0	10%	8%	16%
Comp. Planning & Zoning	0	0	0	0	0	3	0	0	0	0	0	0	0%	0%	23%
DEPT OF PUBLIC SAFETY															
Building Inspection Div	0	0	0	1	0	1	1	1	1	0	0	0	10%	5%	9%
Communications Div	0	0	0	0	0	0	1	0	2	0	0	0	5%	0%	10%
Fire Division	0	0	0	6	3	3	13	14	9	0	0	0	5%	5%	3%
Police Division	3	0	1	12	5	3	13	12	7	1	2	0	5%	3%	3%
Safety Communications	0	0	0	0	0	1	1	0	2	0	0	0	1%	0%	5%
Traffic Engineering Div	0	0	0	0	0	0	0	1	1	0	0	0	0%	3%	3%
Weights & Measures Div	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
DEPT OF PUBLIC SERVICE	0	0	0	0	1	0	0	0	0	0	0	0	0%	25%	0%
Building Maint Division	0	0	0	3	1	0	2	1	2	0	1	1	15%	10%	10%
Engineering Division	0	0	0	19	14	9	0	0	0	0	0	0	22%	17%	12%
Motor Equipment Div	0	0	0	1	0	1	1	3	4	1	0	0	6%	6%	2%
Office of Customer Svc	0	0	1	0	0	0	1	0	1	0	0	0	6%	0%	14%
Customer Svc Req Div ³			0			0			0			1			17%
Plans & Permits Center	0	0	0	1	0	0	0	0	0	0	0	0	20%	0%	0%
Recreation Bureau	0	0	0	1	2	0	0	1	0	0	0	0	2%	6%	0%
Golf Division	0	0	1	1	0	0	0	0	0	0	0	0	0%	0%	17%
PUBLIC UTILITIES ⁴	0	0	0	1	2	4	1	0	0	0	0	0	40%	40%	100%
Sewer Maint Div ⁵	0	0	n/a	0	n/a	n/a	2	n/a	n/a	0	0	0	3%	n/a	n/a
Utilities Services Div	0	0	0	5	0	4	4	1	3	0	0	0	13%	1%	11%
Water Distribution Div ⁵	0	0	n/a	1	1	n/a	4	n/a	n/a	0	2	2	4%	n/a	n/a
Water Poll Cntrl Div	0	0	0	0	0	0	3	5	3	0	1	1	5%	9%	7%
Water Supply Div	0	0	0	0	0	0	2	3	3	0	0	0	4%	7%	8%
Util Field Opers Div ⁵	n/a	0	1	n/a	0	3	n/a	5	7	n/a	0	0	n/a	5%	7%
PUBLIC WORKS BUR	0	0	0	0	0	2	0	1	0	0	0	0	0%	14%	33%
Airport Division	0	0	0	0	0	0	0	0	0	0	1	1	0%	0%	20%
Highway Maint Div	0	0	2	0	1	2	3	8	5	0	0	0	3%	13%	13%
Parks Maint Division	0	0	0	0	0	0	1	2	1	0	0	0	3%	7%	3%
Sanitation Svcs Div	1	1	1	0	2	1	2	1	3	0	0	1	4%	8%	9%
Street Cleaning Div	0	0	1	0	0	1	0	1	0	0	0	0	0%	2%	6%
Engineering Services	0	0	0	0	0	0	1	0	0	0	0	0	14%	14%	0%
RESOURCE BUREAU	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
Oil and Gas Div	0	0		0	0	0	0	0	0	0	0	0	0%	0%	0%
Solid Waste Div	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
TOTAL FOR CITY	5	1	8	69	38	77	72	71	68	2	9	3	5%	5%	7%

1. Includes classified positions only

2. Includes Law Clerks

3. New division established 2/24/2004

4. Includes Engineering Co-Ops

5. Sewer Maintenance and Water Distribution Divisions were combined in 2003 to become Utilities Field Operations Division

PERSONNEL TRANSACTIONS VOLUME 2002 - 2004
PERSONNEL ACTIONS*

Appointments (Tested & Non-Tested Positions)	2001	2002	2003	2004
First Employments	45	107	65	31
Re-employments	17	15	2	8
Employment Restorations	2	6	1	3
Re-employment from Perm Lay-off	2	0	0	0
Provisional Appts.	0	3	0	2
Seas & Temp Appts	401	371	362	228
Separations				
Deaths	4	2	6	3
Dismissals	2	4	1	8
Layoffs of Permanent & Part-time Employees	6	4	2	0
Resignations	79	67	61	93
Retirements	89	71	80	75
Separations-Disability & Military	1	0	1	0
Suspensions	50	58	38	26
Probationary Separations	0	2	0	0
Seasonal & Temporary Separations	295	261	328	259
Service Ratings				
Probationary Ratings	418	418	316	258
Seas & Temp Ratings	522	479	508	404
Six Month Ratings	4,424	4,425	4,356	4,223
Status Changes				
Demotions	5	2	5	13
Job Data & Miscellaneous Changes	451	691	462	374
Personal Data Changes	967	859	864	1,560
Promotions	144	86	75	94
Reallocations	2	0	11	0
Service Rating Increases	597	535	488	216
Temporary Class Changes	1,744	1,649	1,443	2,432
Transfers	65	97	169	63
Employment Verifications Processed	279	253	242	188
Unemployment Claims Processed	143	118	121	96
TOTAL TRANSACTIONS	10,754	10,583	10,007	10,657

* Includes personnel transactions for classified personnel only

PERSONNEL TRANSACTIONS VOLUME 2002 - 2004
LEAVE ACTIONS*

<u>Leave Hours Processed</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Vacation Leave/Pre-approved Annual	264,355	263,523	257,924
Court & Jury Leaves	1,556	1,179	1,763
Injury Leave	15,022	16,033	13,821
Workers' Compensation	15,751	10,267	11,684
Leaves Without Pay	27,142	27,286	28,461
Military Leaves	12,768	12,432	14,986
Paid Leaves	93,315	96,512	98,321
Pre-approved Sick/Paid Leave Sick/Sick Leave	121,555	130,954	126,638
Terminal Paid Leave	129,149	121,179	95,324
Contributions to Time Bank	2,024	4,904	5,022
Use of Time Bank	1,806	5,953	5,751
Leave Hours Purchased	25,791	26,904	12,753
Vacation Hours Banked	7,233	5,761	8,097
Total Hours Processed	717,467	722,887	680,545
 <u>Other Leave Requests</u>			
Requests for Purchase of Leave Hours	628	651	316
Requests for Annual Leave-Banked	114	95	132
Requests for FMLA	39	58	138
Total Requests Processed	781	804	586

*Includes transactions for classified personnel only

EMPLOYMENT

- Accept and screen applications for employment.
- Answer questions from the public concerning employment opportunities.
- Design and develop City and Akron Public Schools' examinations for seasonal, temporary and permanent positions.
- Conduct job analyses and test validations.
- Conduct recruitment through a variety of means including, but not limited to the Internet, employment information line, career fairs and publications.
- Prepare, distribute and post job announcements.
- Schedule and administer City and Akron Public Schools' examinations for seasonal, temporary and permanent positions.
- Prepare examination summary statistics and lists of eligible candidates.
- Oversee candidate review of examination documents.
- Prepare Civil Service Commission materials.
- Process paperwork and other required information (including screening for conviction records, Driver's License points and illegal substance use) necessary for candidates selected for employment by the City of Akron and Akron Public Schools.

Employment Office

Suite 130, CitiCenter Building
146 South High Street
Akron, Ohio 44308
330-375-2720 Phone
330-375-2659 Fax

24 hour employment information line (330) 375 – 2723

Ruth Miller, *Personnel Officer*
Roger Gleghorn, *Personnel Analyst III*
Stacey Doty, *Personnel Analyst II*
Kristine Rininger, *Personnel Analyst II*
Margaret Green, *Personnel Technician*
Penny Scholl, *Personnel Aide*
Valerie Ages, *Secretary II**

*resigned 1/22/2005

LEGEND

(This legend explains categories used on examination summary tables)

OPEN: An examination that is open to all qualified candidates.

PROMOTIONAL: An examination which is limited to permanent employees who are in the classified service of the City of Akron whose experience in the classified service meets the minimum qualifications.

PROMOTIONAL (Akron Public Schools): An examination which is limited to permanent employees who are in the classified service of the Akron Public Schools whose experience in the classified service meets the minimum qualifications.

COMBINED: An examination that is open to candidates eligible for open or promotional examinations.

MULTIPLE CHOICE/WRITTEN: A written test of aptitude, achievement and knowledge of the work. These examinations usually include a series of questions; each question has four responses, one of which is the best answer.

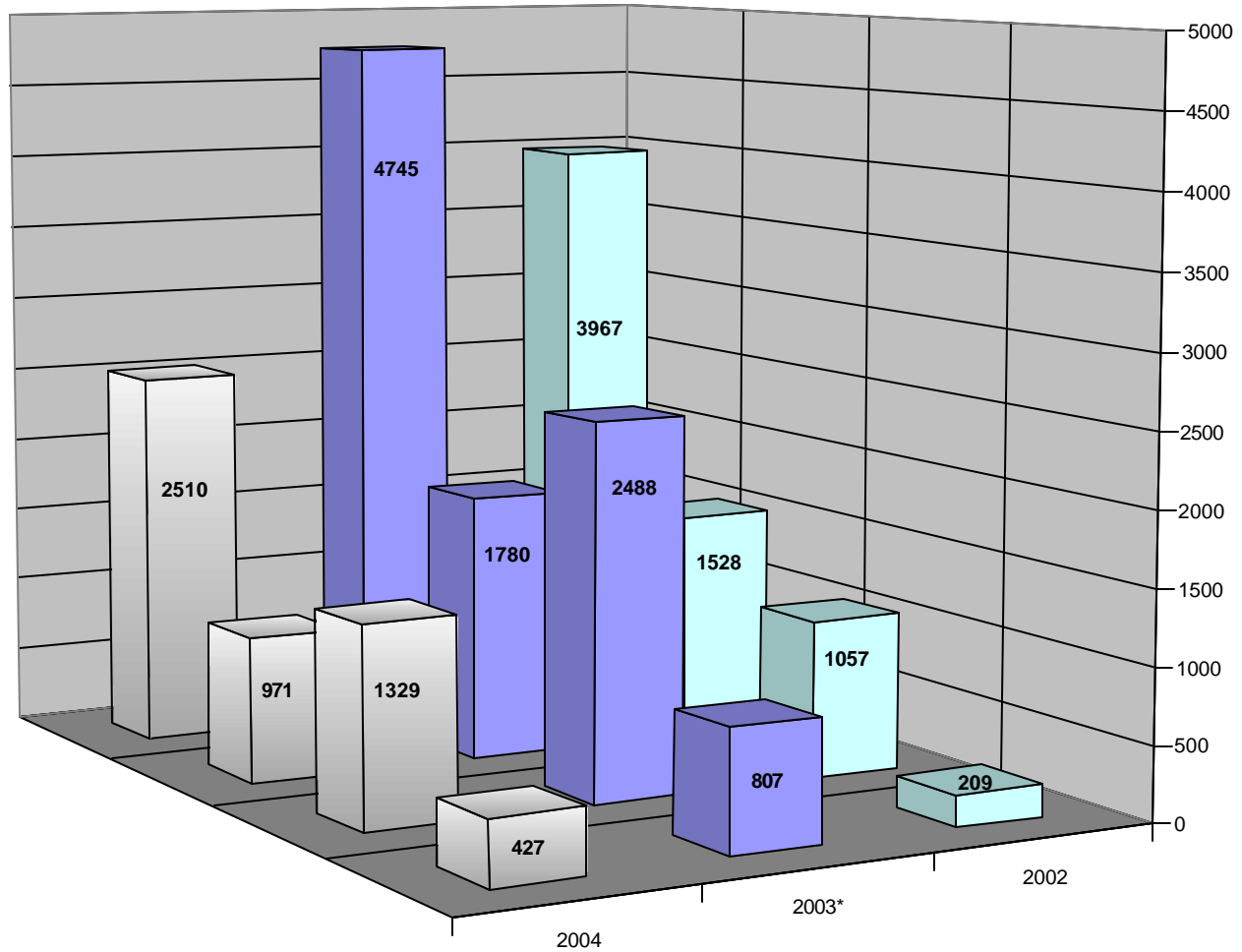
PERFORMANCE/PHYSICAL: A skills test which provides for assessment of applicants' abilities and skills to perform the duties of the position sought.

UNASSEMBLED: Ratings that evaluate education, training and/or experience. Such ratings are practical and competitive.

OTHER: Any other type of examination that evaluates written expression, communication skills, mental fitness, character traits, attitudes, qualifications, or achievement and is related to the duties of the position sought.

NOTE: *City of Akron Secretary I and Akron Public Schools Typist I examinations are administered as one examination with passing applicants placed on both eligible lists. City of Akron Secretary II and Akron Public Schools Typist II examinations are also administered as one examination with passing applicants placed on both eligible lists. The statistics for both examinations are included with City of Akron data only.*

Applications Received and Processed

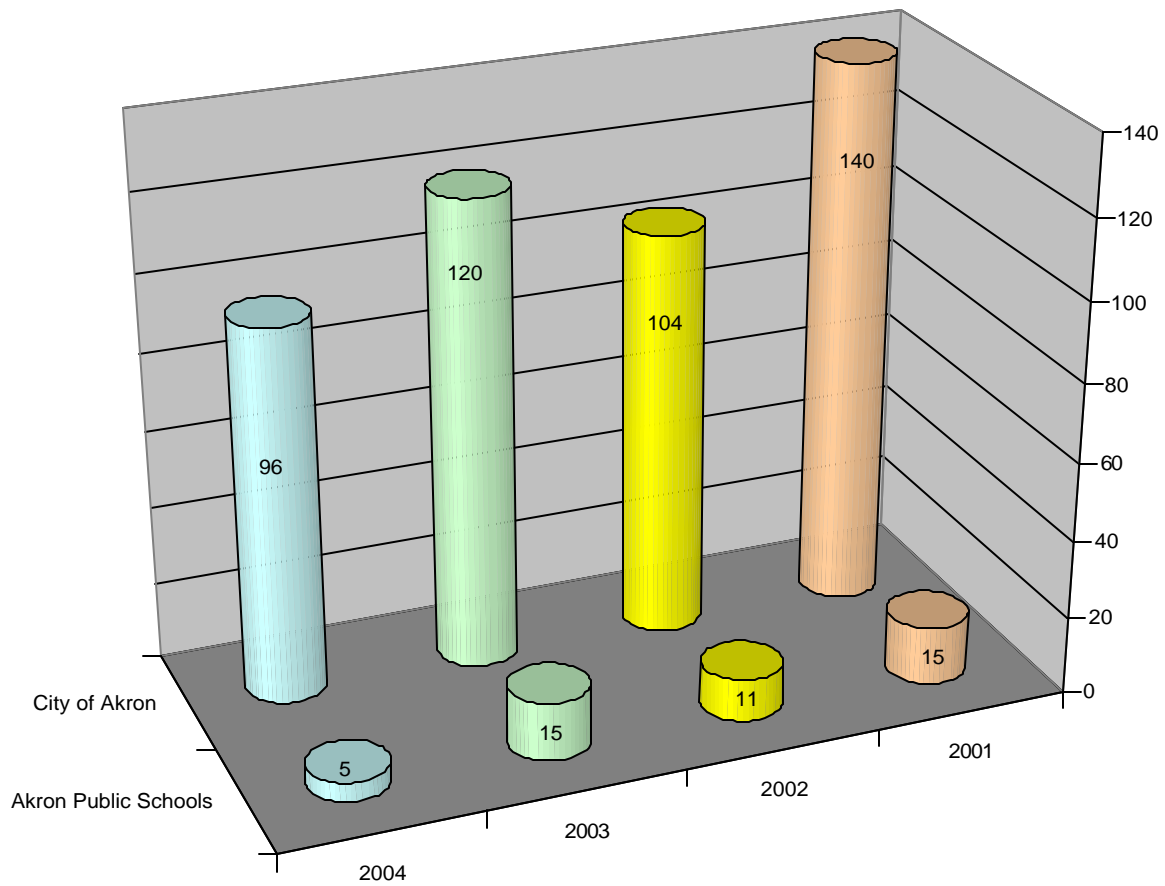


	Applications Received City of Akron	Applications Received Akron Public Schools	Applicants Examined City of Akron	Applicants Examined Akron Public Schools
2004	2510	971	1329	427
2003*	4745	1780	2488	807
2002	3967	1528	1057	209

*2003 numbers include 1536 Firefighter/Medic applicants.

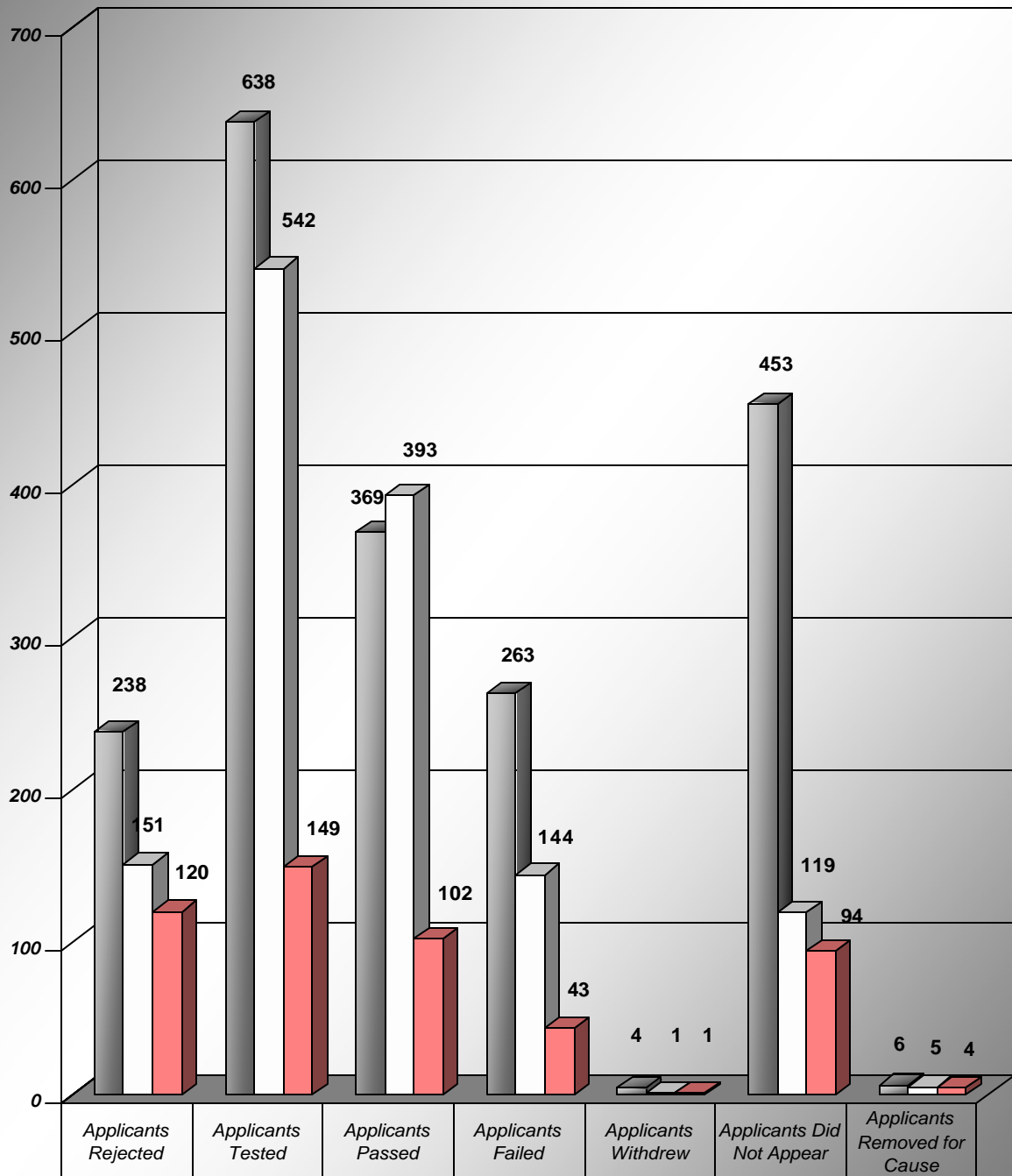
Effective April 19, 2004, the Personnel Department began accepting applications for posted positions ONLY.

EXAMINATIONS ADMINISTERED



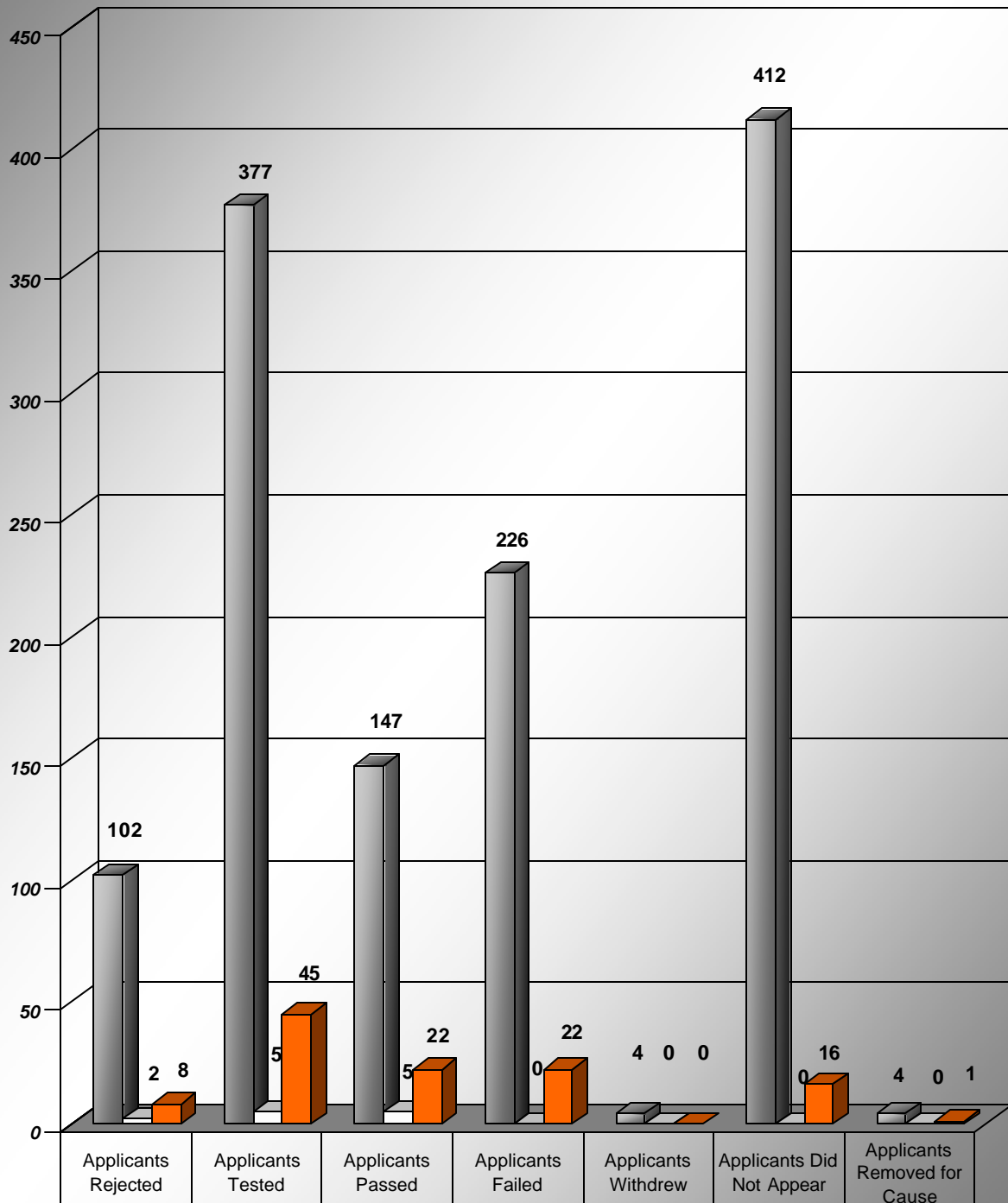
	City of Akron	Akron Public Schools
2004	96	5
2003	120	15
2002	104	11
2001	140	15

City of Akron 2004 Examination Administration Data



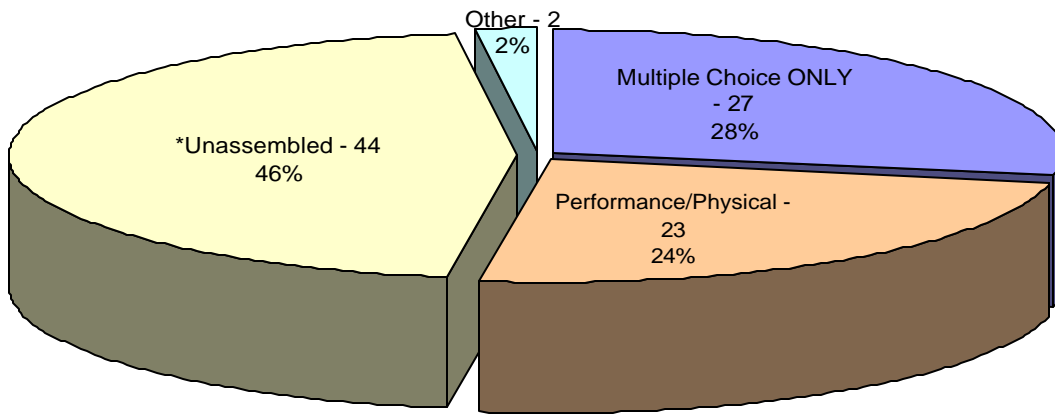
■ OPEN (35)	238	638	369	263	4	453	6
□ Promotional (55)	151	542	393	144	1	119	5
■ Combined (6)	120	149	102	43	1	94	4

Akron Public Schools 2004 Examination Administration Data



■ Open (3)	102	377	147	226	4	412	4
□ Promotional (1)	2	5	5	0	0	0	0
■ Combined (1)	8	45	22	22	0	16	1

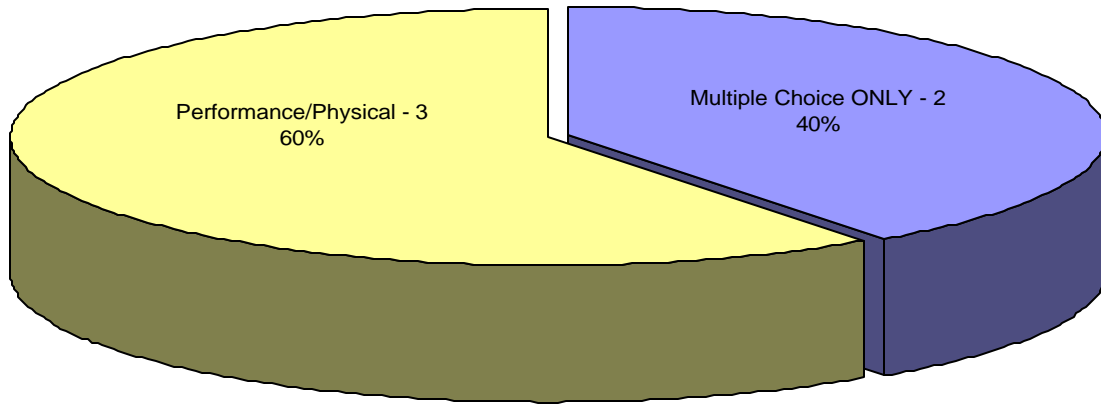
City of Akron Test Administration Types 2004



■ Multiple Choice ONLY - 27 ■ Performance/Physical - 23 ■ *Unassembled - 44 ■ Other - 2

Unassembled examinations are based on ratings or ranking of experience, education and a review and evaluation of written material submitted by the applicant.

Akron Public Schools Test Administration Types 2004



■ Multiple Choice ONLY - 2

■ Performance/Physical - 3

TRAINING/EEO

The Training/EEO Division offers training in a wide variety of areas and serves as the internal function that reviews, recommends, and interprets personnel related State and Federal laws for the organization. Primarily, the division's responsibilities include:

- Planning, coordinating and implementing a variety of city-wide training and staff development programs.
- Recommending and/or making changes in City programs and procedures designed to eliminate discriminatory practices.
- Improving the City's programs for equal employment opportunity.
- Reporting the status of the City's EEO programs to government agencies.

EEO Programs:

The City of Akron has a complaint team. This team is responsible for investigating and resolving internal EEO complaints from City employees. The City's policy is to investigate all complaints thoroughly and promptly, and to take immediate, appropriate actions. The team consists of a representative from the Law Department, the Labor Relations Department, and the Personnel Department.

EEO Reports

The following EEO Reports are available upon request for any government agency or citizen of Akron.

- **EEO-4 Report** - is a statistical report of the City's workforce by job category, race, sex, and national origin that is sent to the Federal Government (Equal Employment Opportunity Commission) in alternate years.
- **Affirmative Action Progress Report** - is a statistical report of the City's workforce by job category, race, sex, and national origin that is sent to the State Government (Ohio Civil Rights Commission) annually.

Training Programs:

The Personnel Department had an exciting year for training in 2004! Over 100 programs in 53 categories were offered to help strengthen employees' job skills. As a result, 1,578 employees attended one or more Personnel Department sponsored training programs in 2004. See attached chart on the following page.

Training & EEO Office
Suite 100, CitiCenter Building
146 S. High Street
Akron, Ohio 44308
330-375-2704 Phone
330-375-2299 Fax













Myra R. Snipes, *Training/EEO Officer*
Allison Spoerndle, *Account Clerk II*

2004 Personnel Department Training

TRAINING CLASSES

ACCESS 2000 LEVEL 1	11	
ACCESS 2000 LEVEL 2	5	
ACCESS 2000 LEVEL 3	6	
ACCESS 2002/XP LEVEL 1	3	
ACCESS 2002/XP LEVEL 2	2	
ACCESS 2002/XP LEVEL 3	1	
ACROBAT 5.0 INTRODUCTION	1	
CIVIL SERVICE RULES	48	
CONFLICT RESOLUTION	99	
CPR	4	
CRYSTAL REPORTS 8.5 BASIC	2	
CUSTOMER SERVICE IN THE PUBLIC SECTOR	39	
DO'S AND DON'TS OF INTERVIEWING	28	
EAP	4	
EEO LAWS	29	
EXCEL 2000 LEVEL 1	3	
EXCEL 2000 LEVEL 2	3	
EXCEL 2000 LEVEL 3	1	
EXCEL 2002/XP LEVEL 1	3	
EXCEL 2002/XP LEVEL 2	5	
EXCEL 2002/XP LEVEL 3	4	
FAMILY MEDICAL LEAVE ACT	386	
FRONTPAGE 2000 LEVEL 1	3	
GENERAL BANNER/DIRECTPAYMENT/RECEIVERS	21	
INJURY MANAGEMENT	43	
INTRODUCTION TO COMPUTERS	15	
LABOR RELATIONS	11	
NEW EMPLOYEE BENEFITS ORIENTATION	57	
OUTLOOK 2000	8	
PERFORMANCE MANAGEMENT	49	
PERRP RECORDKEEPING	27	
PERS SEMINAR	36	
PHOTOSHOP 7.0 LEVEL 1	1	
POWERPOINT 2000 LEVEL 1	7	
POWERPOINT 2000 LEVEL 2	3	
POWERPOINT 2002/XP LEVEL 1	3	
POWERPOINT 2002/XP LEVEL 2	1	
POWERPOINT 2002/XP LEVEL 3	1	
PUBLISHER	2	
RESPECTFUL WORKPLACE	208	
SEXUAL HARASSMENT AWARENESS	78	
STRESS MANAGEMENT	145	

TRAINING CLASSES

TEAM BUILDING	17	
THE CITY'S AGREEMENTS AND CONTRACTS	10	
THE CITY'S CERTIFICATION/REQUISITION PROCESS	29	
TIME MANAGEMENT	63	
UNDERSTANDING THE CITY'S TESTING PROCESS	29	
USING THE COMPUTER AS A MANAGEMENT TOOL	7	
WORD 2000 LEVEL 1	4	
WORD 2000 LEVEL 2	1	
WORD 2000 LEVEL 3	1	
WORD 2002/XP LEVEL 1	4	
WORD 2002/XP LEVEL 2	1	
WORKPLACE LITERACY	12	

54 Total Classes

1584 Total Participants